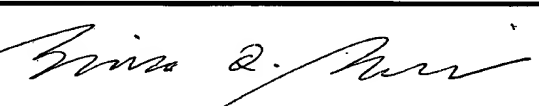


PTO-1449 Information Disclosure Citation in an Application		Application No. 09/547,627		Applicant(s) Daniel N. Duncan, et al.			
		Docket Number 066416.0103		Group Art Unit unknown Filing Date April 12, 2000			
U.S. PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A						
	B						
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FOREIGN PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
							YES NO
	N						
NON-PATENT DOCUMENTS							
		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)					DATE
B ²	O	Lucent's CentreVu® Advocate SM white paper; "Lucent's CentreVu Advocate, Breakthrough Solutions for your Success"; Lucent Technologies.					
B ²	P	CentreVu® Advocate SM Research Simulation white paper; "CentreVu Advocate Research Simulation, Environments with CentreVu Advocate"; Lucent Technologies.					
B ²	Q	CentreVu® Advocate; "Powerful Call Center Routing That Leaves <i>Nothing</i> to Chance"; Lucent Technologies.					
B ²	R	Foster, Robin Harris and De Reyt, Stanny; "Re-inventing the Call Centre with Predictive and Adaptive Execution"; Lucent Technologies.					
B ²	S	"C@ll Center Solutions - 1998 Product of the Year"; http://www.praxon.com/news/art_2-99prodofyear.htm .					02/99
B ²	T	"Choosing the Best: CTI® Magazine's 1998 Products of the Year"; http://www.tmcnet.com/articles/ctimag/0199/ctipoty98.htm .					
EXAMINER 				DATE CONSIDERED MAY 19, 01			
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.							